

Received & Inspected



MIDWAY
TELEPHONE
COMPANY

Received & Inspected
JUL - 1 2014
FCC Mail Room

Highway M-28 Box 97 • Watton, MI 49970
(906) 355-2300 • FAX (906) 355-2255

FCC Mail Room

June 27, 2014

REDACTED - FOR PUBLIC INSPECTION

Marlene H. Dortch, Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-A325
Washington DC 20554

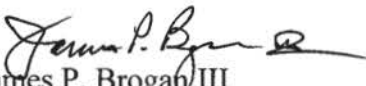
Re: FCC Form 481 as Required in WC Docket Nos. 10-90 and 11-42

Dear Ms. Dortch:

Enclosed for filing please find an original and three (3) copies of Midway Telephone Company's (MTC) FCC Form 481 pursuant, to WC Docket Nos. 10-90 and 11-42. The enclosed information bears the REDACTED version of MTC's 5 Year Plan and financial statements.

Thank you for your assistance.

Respectfully,


James P. Brogan III
President

Enclosure(s)

No. of Copies rec'd 0+3
List ABCDE

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

 FCC Form 481
OMB Control No. 3060-0086/OMB Control No. 3060-0819
July 2013

<010> Study Area Code	310711	Received & Inspected
<015> Study Area Name	MIDWAY TEL CO	
<020> Program Year	2015	
<030> Contact Name: Person USAC should contact with questions about this data	James P. Brogan III	JUL - 1 2014
<035> Contact Telephone Number: Number of the person identified in data line <030>	9063879911 ext.	FCC Mail Room
<039> Contact Email Address: Email of the person identified in data line <030>	jbrogan@jamadots.net	

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input type="checkbox"/> -- check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300> Unfulfilled Service Requests (voice)	2 310711mi310.pdf	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450> Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 310711mi510.pdf	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 310711mi610.pdf	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/>	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010> 310711mi1010.pdf	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/>	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet			
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers			
<2000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet			
<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010> Study Area Code	310711
<015> Study Area Name	MIDWAY TEL CO
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Janea P. Brogan III
<035> Contact Telephone Number - Number of person identified in data line <030>	9063879911 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	jbrogan@jama-dot-net

<110> Has your company received its ETC certification from the FCC? (yes / no) ☐ ☒

If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC? (yes / no) ☐ ☐

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

310711m1112.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113> Maps detailing progress towards meeting plan targets

<114> Report how much universal service (USF) support was received

<115> How (USF) was used to improve service quality

<116> How (USF) was used to improve service coverage

<117> How (USF) was used to improve service capacity

<118> Provide an explanation of network improvement targets not met in the prior calendar year.

<010>	Study Area Code	310711
<015>	Study Area Name	MIDWAY TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	James P. Brogan III
<035>	Contact Telephone Number - Number of person identified in data line <030>	9063879911 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jbrogan@jamadota.net

[illegible]

<701>	Residential Local Service Charge Effective Date	1/1/2014
<702>	Single State-wide Residential Local Service Charge	

<703>

[illegible]

<010>	Study Area Code	310711
<015>	Study Area Name	MIDWAY TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Jamie P. Brogan III
<035>	Contact Telephone Number - Number of person identified in data line <030>	9063879911 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jbrogan@jamadote.net

[illegible]

<010>	Study Area Code	310711
<015>	Study Area Name	MIDWAY TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	James P. Brogan III
<035>	Contact Telephone Number - Number of person identified in data line <030>	9063879911 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jbrogan@ianadote.net
<810>	Reporting Carrier	Midway Telephone Company
<811>	Holding Company	Kiwatha Communications Inc.
<812>	Operating Company	Midway Telephone Company

[illegible]

<910> Tribal Land(s) on which ETC Serves

Name of Attached Document

[illegible]

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

(1100) No Terrestrial Backhaul Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
--	--

<010> Study Area Code	310711
<015> Study Area Name	MIDWAY TEL CO
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	James P. Brogan III
<035> Contact Telephone Number - Number of person identified in data line <030>	9063879911 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	jbrogan@janadots.net

Please check this box to confirm no terrestrial backhaul
 <1120> options exist within the supported area pursuant to § 54.313(G)
 ☐

Please check this box to confirm the reporting carrier offers
 <1130> broadband service of at least 1 Mbps downstream and 256 kbps
 upstream within the supported area pursuant to § 54.313(G)
 ☐

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

FCC Form 481
 OMB Control No. 3060-D986/OMB Control No. 3060-0819
 July 2013

<010>	Study Area Code	310711
<015>	Study Area Name	MIDWAY TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	James P. Brogan III
<035>	Contact Telephone Number - Number of person identified in data line <030>	9063879911 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jbrogan@jamadots.net

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP www.jamadots.com

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0086, OMB Control No. 3060-0086

July 2013

<010>	Study Area Code	310711
<015>	Study Area Name	MIDWAY TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Jamess P. Brogan III
<035>	Contact Telephone Number - Number of person identified in data line <030>	9063879911 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jbrogan@jamadota.net

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010> 2nd Year Certification (47 CFR § 54.313(b)(1)) ☐

<2011> 3rd Year Certification (47 CFR § 54.313(b)(2)) ☐

Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))

<2012> 2013 Frozen Support Certification ☐

<2013> 2014 Frozen Support Certification ☐

<2014> 2015 Frozen Support Certification ☐

<2015> 2016 and future Frozen Support Certification ☐

Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))

<2016> Certification Support Used to Build Broadband ☐

Connect America Phase II Reporting (47 CFR § 54.313(e))

<2017> 3rd year Broadband Service Certification ☐

<2018> 5th year Broadband Service Certification ☐

<2019> Interim Progress Certification ☐

<2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☐

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation	FCC Form 481
Date Collection Form	DWS Control No. 3060-0816/DWS Control No. 3060-0819
	July 2013

<010> Study Area Code	310713
<015> Study Area Name	MTDWAY TEL CO
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	James P. Brogan III
<035> Contact Telephone Number - Number of person identified in data line <030>	9063875013 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	jbrogan@madoc-s.net

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.302(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010) Progress Report on 5 Year Plan
Milestone Certification [47 CFR § 54.313(f)(1)(i)]

Name of Attached Document Listing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313(f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

☐

(3012) Community Anchor Institutions [47 CFR § 54.313(f)(1)(ii)]

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier [47 CFR § 54.313(f)(2)]
(3014) If yes, does your company file the RUS annual report

(Yes/No)
(Yes/No)

☒ ☒

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports [Operating Report for Telecommunications Borrowers]

☐

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, is your company audited?

(Yes/No)

☒ ☒

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

☐

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit.

☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers.

☒

(3023) Underlying information subjected to a review by an independent certified public accountant

☒

(3024) Underlying information subjected to an officer certification.

☒

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

31071313026.pdf

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010> Study Area Code	310711
<015> Study Area Name	MIDWAY TEL CO
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	James P. Brogan III
<035> Contact Telephone Number - Number of person identified in data line <030>	9063879911 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	jbrogan@jamadots.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: MIDWAY TEL CO	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/30/2014
Printed name of Authorized Officer: James Brogan III	
Title or position of Authorized Officer: President	
Telephone number of Authorized Officer: 9063879911 ext.	
Study Area Code of Reporting Carrier: 310711	Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	ECC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010> Study Area Code	310711
<015> Study Area Name	MIDWAY TEL CO
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	James P. Brogan III
<035> Contact Telephone Number - Number of person identified in data line <030>	9063879911 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	jbrogan@jamadots.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

(200) Service Outage Reporting (Voice)
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	310711
<015>	Study Area Name	MIDWAY TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	James P. Brogan III
<035>	Contact Telephone Number - Number of person identified in data line <030>	9063879911 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jbrogan@jamadotc.net
<220>		

[illegible]

(700) Price Offerings including Voice Rate Data
Data Collection Form

FCC Form 483
OMB Control No. 3060-0986/OMB Control No. 3060-0811
July 2013

<010>	Study Area Code	310711
<015>	Study Area Name	MIDWAY TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	James P. Brogan III
<035>	Contact Telephone Number - Number of person identified in data line <030>	9662879911 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jbrogan@janadota.net

<701>	Residential Local Service Charge Effective Date	1/1/2014
<702>	Single State-wide Residential Local Service Charge	

<703>

[illegible]

(710) Broadband Price Offerings
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0835
July 2013

FCC Form 481
OMB Control No. 3060-0985/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	310711
<015>	Study Area Name	MIDWAY TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	James P. Brogan III
<035>	Contact Telephone Number - Number of person identified in data line <030>	9063879911 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jbrogan@lamadots.net

[illegible]

(800) Operating Companies
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0986
July 2013

<010>	Study Area Code	310711
<015>	Study Area Name	MIDWAY TEL CO
<020>	Program Year	2019
<030>	Contact Name - Person USAC should contact regarding this data	James F. Brogan III
<035>	Contact Telephone Number - Number of person identified in data line <030>	5063879911 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jbrogans@madota.net
<810>	Reporting Carrier	Midway Telephone Company
<811>	Holding Company	Niawatha Communications Inc.
<812>	Operating Company	Midway Telephone Company

[illegible]



**MIDWAY
TELEPHONE
COMPANY**

Highway M-28 Box 97 • Watton, MI 49970
(906) 355-2300 • FAX (906) 355-2255

REDACTED – FOR PUBLIC INSPECTION

Midway Telephone Company (SAC: 310711)

ATTACHMENT – LINE 112

ATTACHMENT REDACTED IN ENTIRETY



**MIDWAY
TELEPHONE
COMPANY**

Highway M-28 Box 97 • Watton, MI 49970
(906) 355-2300 • FAX (906) 355-2255

WC Docket Nos. 10-90 and 11-42

FCC FORM 481

UNFULFILLED SERVICE REQUESTS (VOICE) - 2013 (300/310)

STUDY AREA CODE: 310711

	CUSTOMER AREA	DESCRIPTION OF SERVICE REQUESTED	DESCRIBE HOW CARRIER ATTEMPTED TO PROVIDE SERVICE
1	440 Old US 2	Customer was interested in having phone line plowed to cabin for phone service, which currently does not have service.	Construction cost to plow main cable 2500 feet and drop line 730 feet was \$3,937.50. Customer declined phone service to be plowed to cabin when advised of construction cost to customer.
2	Robinson Lake Road	Customer was interested in having phone line plowed to cabin for phone service, which currently does not have service.	Construction cost to plow in drop was \$700. Customer declined phone service to be plowed to cabin when advised of construction cost to customer.



MIDWAY
TELEPHONE
COMPANY

Highway M-28 Box 97 • Watton, MI 49970
(906) 355-2300 • FAX (906) 355-2255

WC Docket Nos. 10-90 and 11-42

FCC FORM 481

STATEMENT REGARDING

SERVICE QUALITY STANDARDS &

CONSUMER PROTECTION RULES COMPLIANCE (500/510)

The annual reporting requirements for ETCs require a certification of compliance with applicable service quality standards and consumer protection rules. **Midway Telephone Company** ("Carrier") is certifying that it has complied, and will continue to comply, with all applicable service quality standards and consumer protection rules.

As a licensed telecommunications carrier in Michigan, Carrier is subject to the Michigan Telecommunications Act (MTA) and Michigan Public Service Commission (MPSC) jurisdiction. The Company must comply with the numerous obligations relating to telecommunications service set out in the MTA, rules the MPSC adopts under the MTA, the federal Communications Act (FTA), and rules the Federal Communications Commission (FCC) adopts under the FTA. Carrier must also comply with all applicable and effective state and federal consumer protection and service quality standards.

Carrier is an incumbent local exchange carrier in Michigan who has operated for many years in the telecommunications industry. Throughout its time in the regulated telecommunications industry, Carrier has experienced varying degrees of regulations as well as regulation changes. Carrier has mechanisms in place to review and stay abreast of changes in regulations. Carrier has been a long-standing member of both state and federal industry associations who aid in our regulation awareness and compliance. Carrier also relies on the services of consultants and attorneys when appropriate to help us stay informed on changes in state and federal regulations. Carrier has established processes and procedures to ensure employee compliance with implemented consumer protection and service quality standards.

Periodic updates and training are offered to employees actively involved in business operations related to consumer protection and service quality standards.

Carrier has a Customer Proprietary Network Information (CPNI) Manual, which reflects the FCC's current CPNI rules. Also, the Carrier certifies with the FCC on an annual basis that it complies with the FCC's CPNI rules. Carrier has implemented an Identity Theft Prevention Program in accordance with the federal Red Flags rules. Carrier notifies its customers of their rights, custom calling features, and the Do-Not-Call registry. Carrier has implemented an automated process in which the new customer disclosure for new voice customers is auto-populated on to new customers' bills. Carrier's broadband service terms and conditions are available on Carrier's website or upon customer demand. In addition to passing through all state and federal Lifeline discounts to applicable customers, Carrier also notifies customers of the Lifeline programs and how to apply if eligible.



**MIDWAY
TELEPHONE
COMPANY**

Highway M-28 Box 97 • Watton, MI 49970
(906) 355-2300 • FAX (906) 355-2255

WC Docket Nos. 10-90 and 11-42

FCC FORM 481

STATEMENT REGARDING FUNCTIONALITY IN EMERGENCY

SITUATIONS (600/610)

STUDY AREA CODE: 310711

Midway Telephone Company ("Carrier") certifies that it is able to function in emergency situations as set forth in § 54.202(a)(2) and Rule 46 of the MPSC's Service Quality Rules (2000 AC, R 484.546). Carrier has and continues to comply with these requirements. Carrier's network is designed to remain functional in emergency situations without an external power source, has redundancy in its network for use in re-rerouting traffic when facilities are damaged, and its network is engineered to provide maximum capacity in order to handle excess traffic in the event of traffic spikes resulting from emergency situations.

Carrier operates in three exchanges (Watton, Trout Creek, and Golden Lake). Carrier has a central office, wire centers, and remote cabinets in each exchange. Each central office and all wire centers and remote cabinets are equipped with permanent battery back-up power. The central offices and all of our wire centers and remote cabinets include battery back-up for a minimum of eight hours without generators or re-charging. Carrier also has a permanent, stand-by generator at each central office. The permanent stand-by generator, combined with the permanent battery back-up enable Carrier's central offices to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. Carrier has multiple portable generators available to be dispatched to remote cabinets on an as needed basis. Remote cabinets are equipped with a portable generator plug to accommodate the portable generators. The permanent battery back-up and portable generator(s) enable Carrier's remote cabinets to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic.

Part of our five year build-out strategy is to engineer and build the new fiber optic backbone routes in diverse ring configurations to provide additional circuit protection in the event of a cable cut. Our equipment balances based on the traffic load. Traffic is rebalanced automatically on the main path facilities to alleviate congestion in our networks. In sporadic instances where a backbone link goes down and is then restored, our equipment is set to automatically return to service and rebalance the traffic.

Some local access links such as to remote cabinets have only one main link to our central office. These links could cause service outages to a limited number of subscribers if a link was cut or equipment catastrophically failed. The equipment is all redundant such that traffic remains up through any single card or interface failure.

Carrier uses armored cable and route/link diversity as much as economically feasible to protect connections. Our maintenance crews respond very quickly if a cable is cut and causes an outage.



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REDACTED – FOR PUBLIC INSPECTION

Midway Telephone Company (SAC: 310711)

ATTACHMENT – LINE 3026

ATTACHMENT REDACTED IN ENTIRETY